



FRANKLIN COUNTY IT DIRECTOR'S MEETING

CHILDREN SERVICES IT SOLUTIONS

July 31st, 2014



Enterprise Solutions – SharePoint

A decorative graphic on the left side of the slide, consisting of several overlapping, flowing blue lines that curve upwards and then downwards, creating a sense of movement and depth. The lines are in various shades of blue, from light to dark, and have a soft, ethereal quality.

Primary Business Solution - SACWIS



Project Management Office



ENTERPRISE SOLUTIONS - SHAREPOINT

Eric Kershner
Enterprise Solutions Analyst

SharePoint at FCCS

- 5 years of development thus far
- Early decisions:
 - Create web applications for the major categories of business needs
 - Minimize the code base by using InfoPath for our forms solutions
 - Use out of the box functionality as much as possible to ease upgrade pain

FCCSNET - Intranet

- Information shared to the entire agency
- Rotator for high profile events/information
- Sites for divisions, committees, resources
- Content aggregation/rollup
- Services Locator
- Significant branding and customization

FCCSTEAMS - Collaboration

- Intra-department collaboration
- User maintained
- No custom branding
- No workflows
- Mostly OOB
- Meeting workspaces

FCCSAPPS - Applications

- Sites which we consider applications
- Agency-wide InfoPath forms
- Electronic case file
 - Over 400,000 documents
 - Over 100GB storage
- Many workflows
- Department specific applications

PARTNERS – B2B

- Relatively early into the development of B2B
- Collaboration with our service providers
- Invoice reconciliation
- Unification of monthly progress reports
- Independent Living Program automation
- External user management

Lessons Learned

- Invest heavily in user training
- Use more complex toolsets to create solutions where possible
- Account for significant administration
- Keep customization low to avoid upgrade pain
- Have a clear vision of document lifecycle management
- Don't hinge business critical solutions on new SharePoint features
- Create a comprehensive governance plan



PRIMARY BUSINESS SOLUTION - SACWIS

Jeff Clendenin
Associate Director - SACWIS

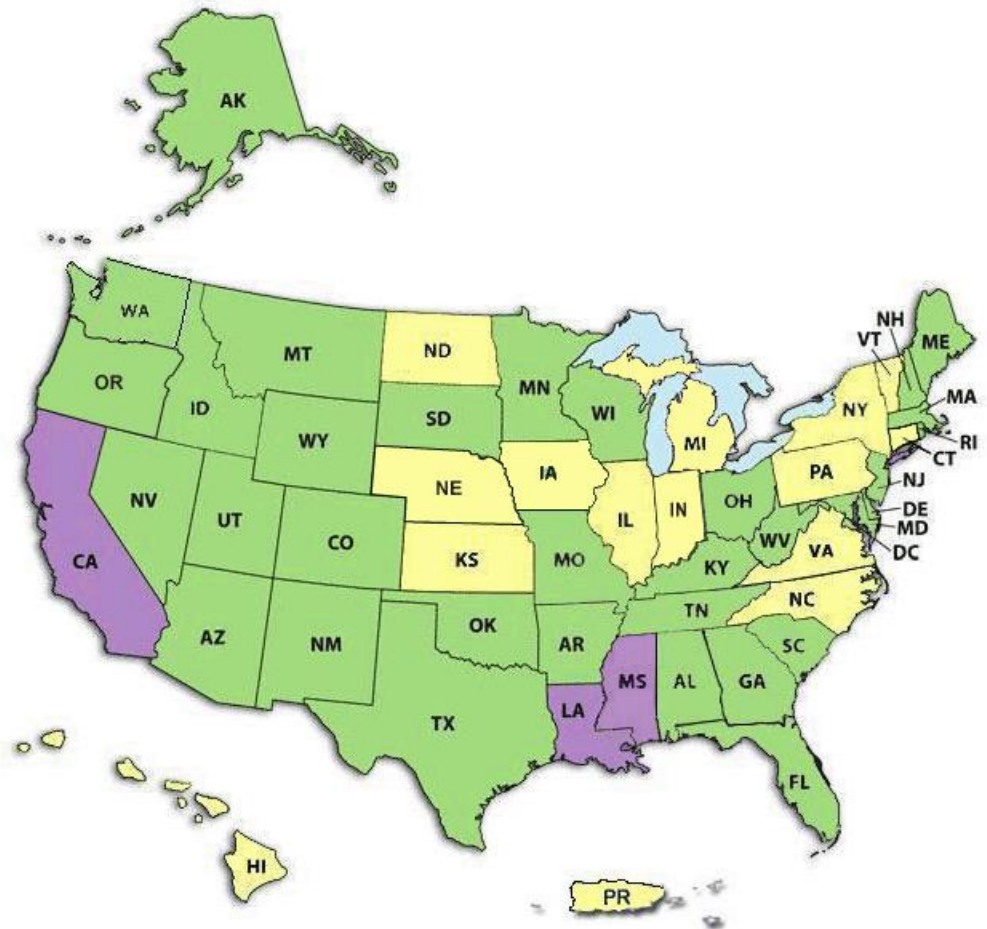
What is SACWIS?

- Statewide
- Automated
- Child
- Welfare
- Information
- System

Federally mandated system of record for all child welfare (C-W) agencies in the US

Background for SACWIS

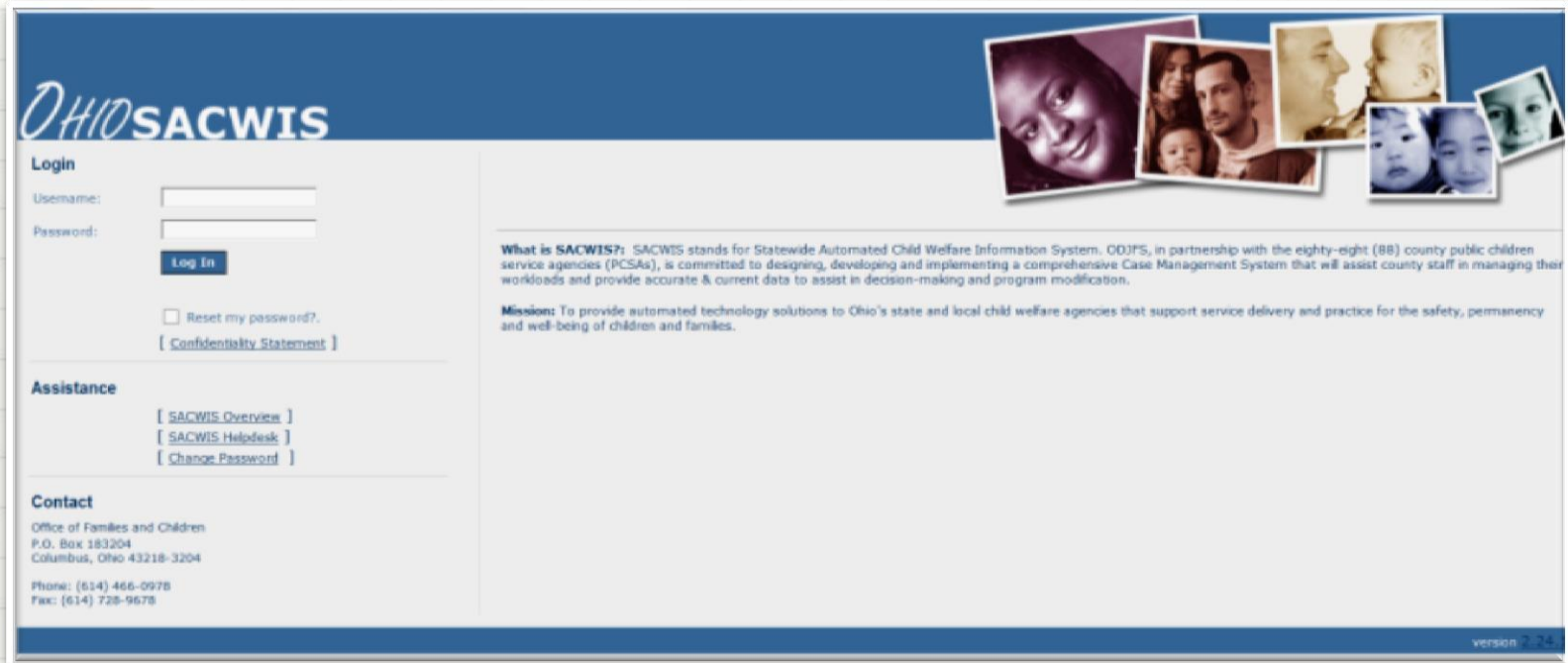
- Federal mandate 1993
- Required to receive certain federal funding
- Supports Federal C-W reporting
- Ensures statewide C-W recordkeeping



Federal and State Collaboration

- Governed by:
 - US Department of Health & Human Services, Administration for Children and Families (ACF)
 - Subject to periodic compliance reviews
- Funded by:
 - ACF
 - Ohio Dept of Job & Family Services (ODJFS)
- Built and Maintained by:
 - ODJFS
- Stakeholder conflicts are common

Ohio's SACWIS



The screenshot shows the Ohio SACWIS login interface. At the top left, the logo "OHIO SACWIS" is displayed. To the right of the logo is a collage of five photographs showing diverse families and children. Below the logo is a "Login" section with fields for "Username:" and "Password:", a "Log In" button, a link to "Reset my password?", and a link to the "Confidentiality Statement". Below the login section is an "Assistance" section with links to "SACWIS Overview", "SACWIS Helpdesk", and "Change Password". At the bottom left is a "Contact" section with the address "Office of Families and Children, P.O. Box 183204, Columbus, Ohio 43218-3204", and phone/fax numbers. The bottom right corner of the page indicates "version 2.24".

OHIO SACWIS

Login

Username:

Password:

Log In

☐ Reset my password?

[\[Confidentiality Statement \]](#)

Assistance

[\[SACWIS Overview \]](#)

[\[SACWIS Helpdesk \]](#)

[\[Change Password \]](#)

Contact

Office of Families and Children
P.O. Box 183204
Columbus, Ohio 43218-3204

Phone: (614) 466-0978
Fax: (614) 728-9678

version 2.24

- SACWIS Interim Solution (SIS) built in the 1990s
- Compliant SACWIS built 2002 – 2006
- Deployed in county waves from 2006 – 2008
- 1st Web-based system in the nation

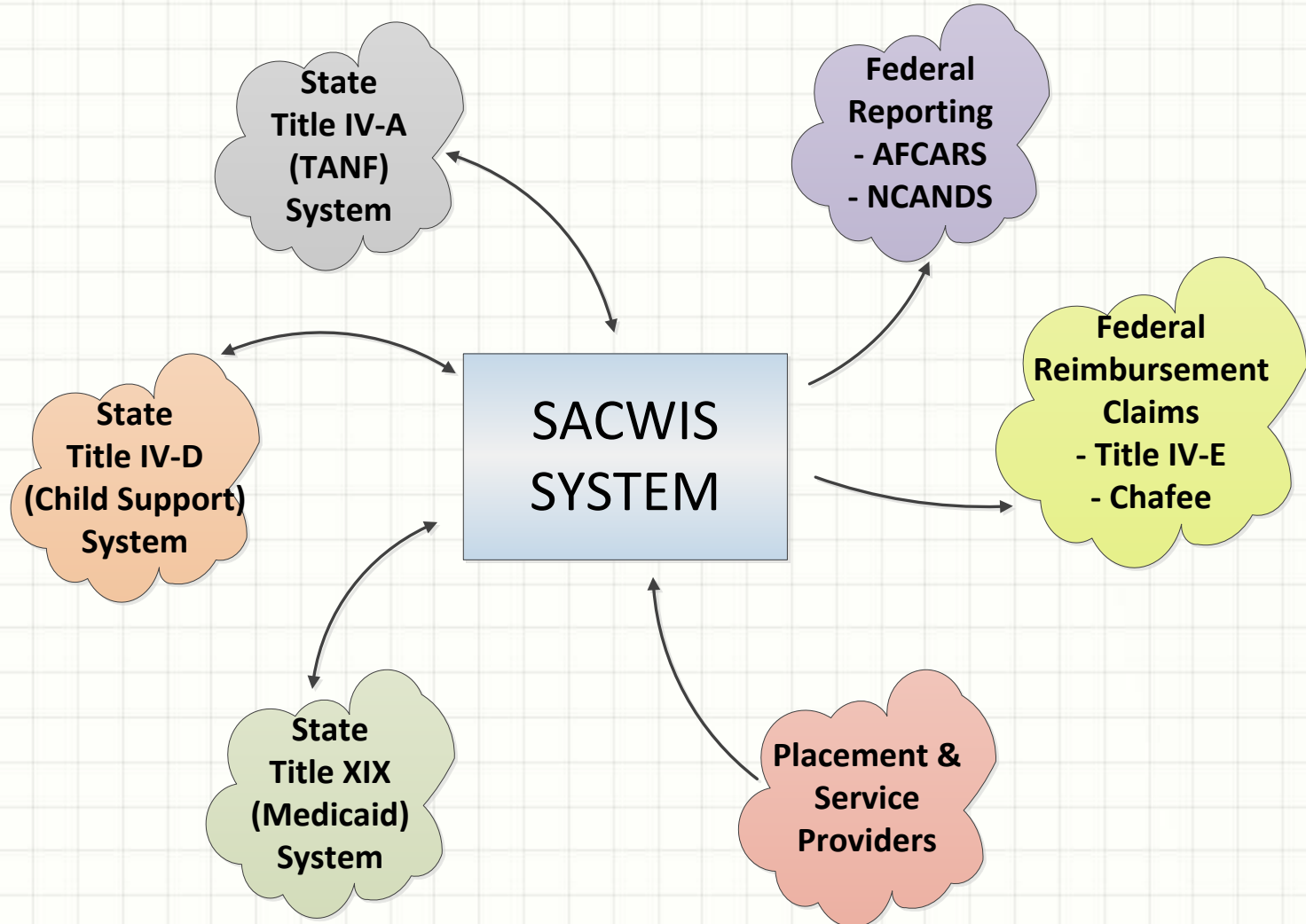
Federal Requirements for SACWIS

- Internal Functionality

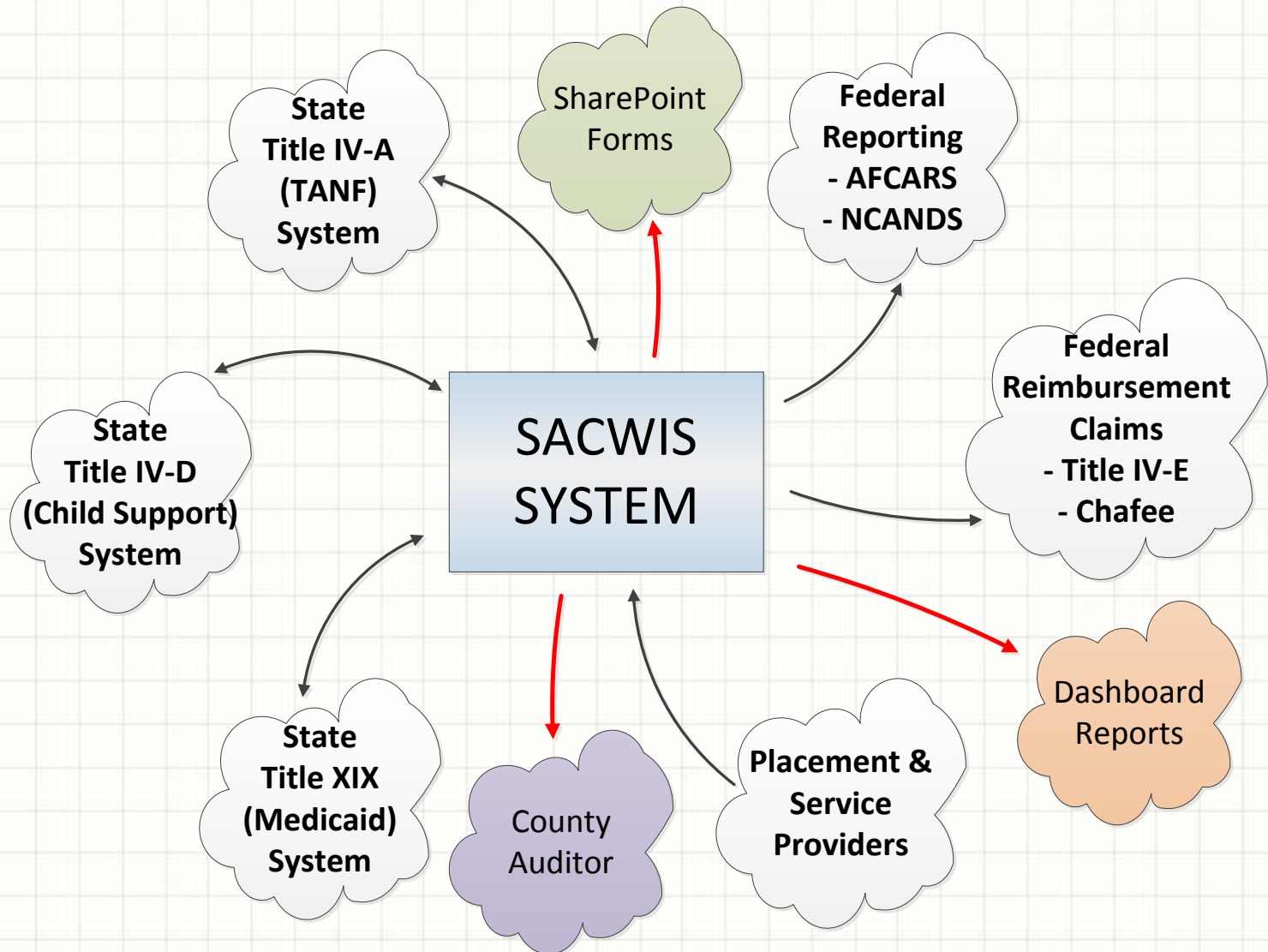


Federal Requirements for SACWIS

- External Interfaces



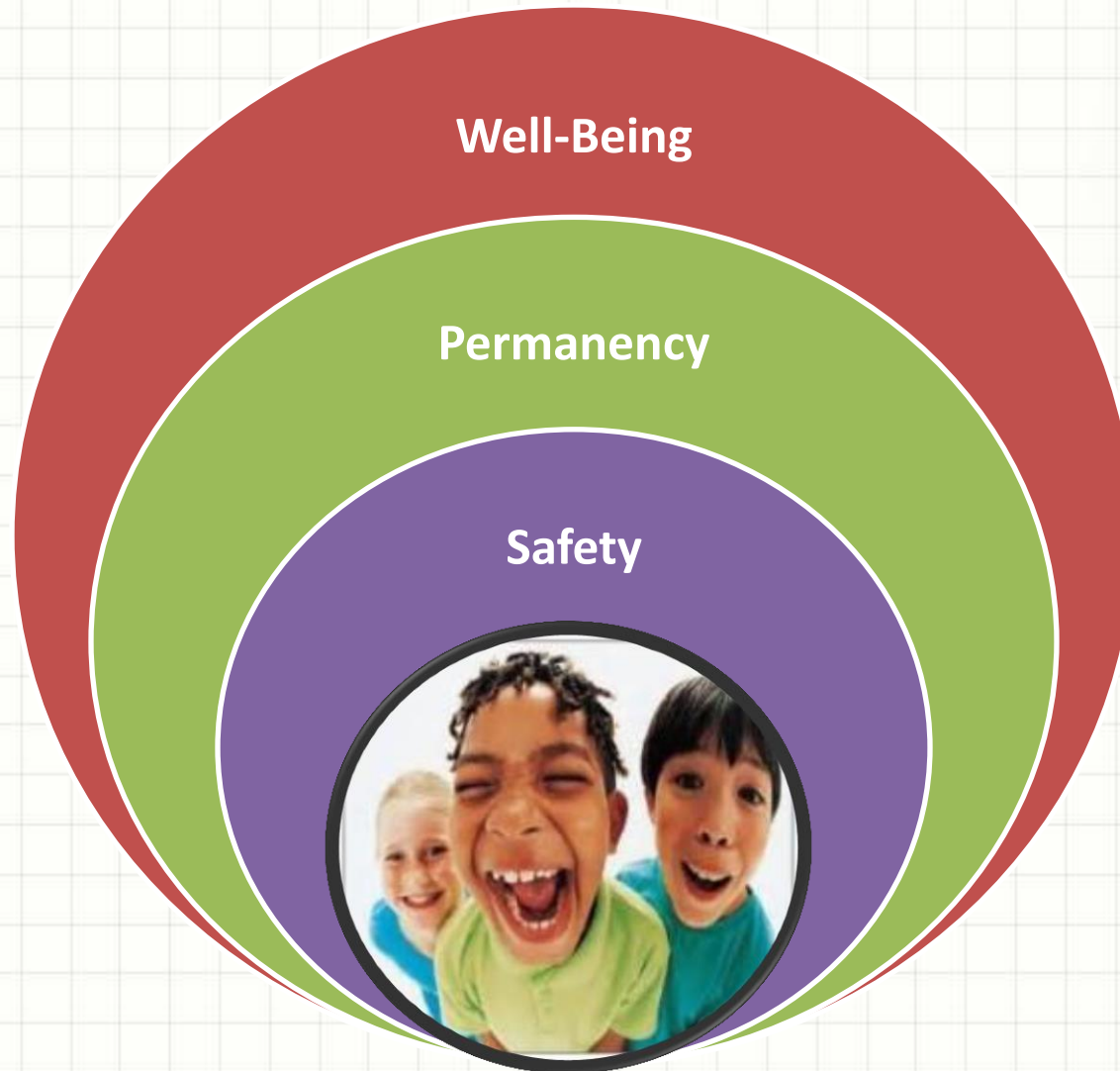
FCCS Custom Extensions of SACWIS



SACWIS Usage at FCCS

Area of Usage	Approximate Volume
Workers (active)	1,050
Intake Referrals (annual)	31,000
Cases (active)	4,800
Case Members (active)	18,400
Eligibility Determinations (annual)	6,431
Payment Requests (annual)	47,000
Providers (in use)	1,600
Record Requests (annual)	3,000

SACWIS is at the Heart of it All






PROJECT MANAGEMENT OFFICE

Michele Bullock
Project Manager

Challenges to Success

- Resource Conflicts
- Failure to meet expectation
- Low management visibility



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- Findings from the 2012-13 IT department assessment:
 - There were better ways for the IT Department to operate.
 - There is a lack of clear understanding of Project Management and Change Management within the entire Agency.
 - Conclusions:
 - There was no formal organization in charge of project or change management.
 - The Agency does not develop business cases to justify projects.
 - There are not enough Project Managers/Business Analysts.
 - A lack of management visibility into project activities and risks.

Opportunity

- The establishment of a Project Management Office (PMO) for Franklin County Children Services.



Vision

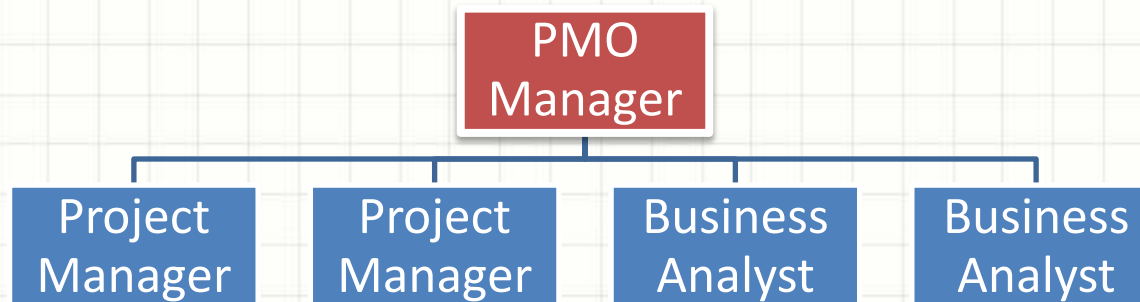
- The keys to the success of a Project Management Organization (PMO) and Project Management are ***doing the right work, at the right time, in the right way, with the right resources.***

Value of our PMO

- Select projects based on objective value, risk and cost.
- Prioritize projects based on comparative project value.
- Hyper-focus on project value.
- Aid in resource capacity planning.
- Consultation for non-project managers.
- Consistent tools and processes to aid in delivery.

Next Steps

- Staff the PMO



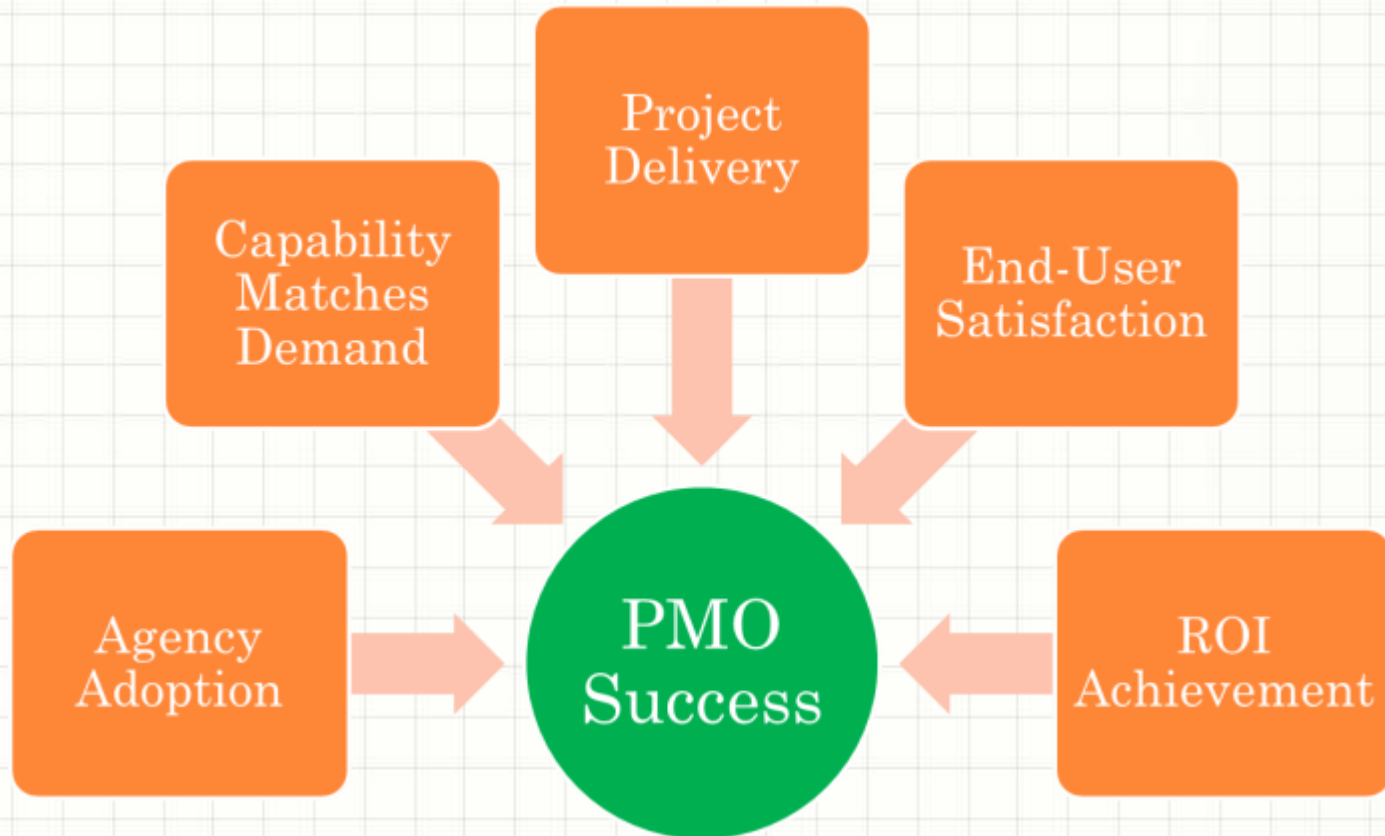
- Formalize the methodology and referral process.

- Install and configure EPM Live
- Review the Agency Project request list and complete business cases.
- Identify other ongoing project work.



- Tailor the tools and techniques.

Measuring success



Summary

- **SharePoint** is used for Enterprise Solutions
- **SACWIS** is the primary business solution at the heart of all child welfare work
- **PMO** will help bring projects to life



QUESTIONS?